
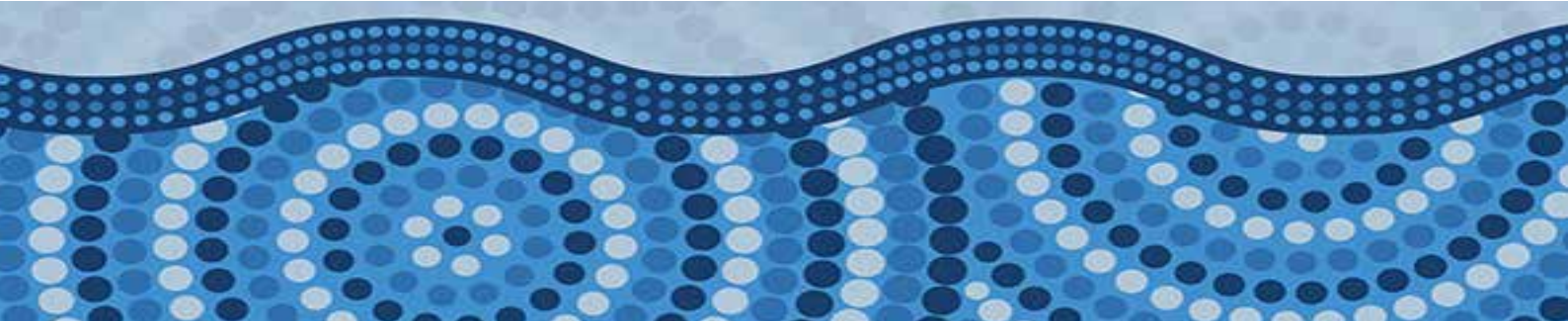




Story House
Early Learning



Story House Early Learning would like to acknowledge the traditional custodians of the land on which our Services are located. We pay our respects to Elders, both past and present, and extend that respect to any Aboriginal or Torres Strait Islander persons present within our Services. We recognise the significance of their culture, histories, stories and traditions that originated on, around and within this land and its waterways.



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Welcome to the Story House Family

A LITTLE ABOUT US

Welcome to your Story House Early Learning service. Thank you for choosing to be part of our story.

We are an early childhood provider that believes in providing supportive, wholistic programs for children that allows them to grow in a nurturing and responsive environment.

We are committed to nurturing children's development that allows each child to grow and develop as they discover their innate potential.

Our educators are supporters and facilitators of this journey through interesting, fun and meaningful experiences.



OUR PHILOSOPHY

At Story House, every child's story matters to us. We believe that each child is on their own unique journey that shapes the person they are and who they will become. Just like chapters in a book, we understand that each child steps through their 'story' at their own pace and in their own time.

We believe learning is a lifelong journey and that early childhood education and care provides the foundation for learning for life. Children make sense of the world around them through the use of processes such as exploration, collaboration and problem solving across all aspects of the curriculum. They develop dispositions such as curiosity, persistence and creativity and use play to investigate, imagine and explore ideas, follow and extend their own interests.

Children develop understandings of themselves and their world through active, hands-on play. A supportive active learning environment and responsive holistic programs enable children to follow their interests, feel success, thrive and have fun.

Our educators are key to supporting children on their journey and we believe that relationships with families and community are key to supporting children to be global citizens and helping them to reach their potential. In early childhood settings children develop a sense of belonging when they feel accepted, develop attachments and trust those that care for them. As children are developing their sense of identity, they explore different aspects of it (physical, social, emotional, spiritual, cognitive), through their play and their relationships. When children feel safe, secure and supported they grow in confidence to explore and learn. Let your child's learning story begin with us.



OUR VALUES

Integrity: We are true and honest and stand by our word.

Connectedness: We value relationships and keep these at the core of what we do.

Respect: We value each other, our children, families and our communities.

Commitment: We are dedicated to providing quality early childhood programs that provide children with the foundations for life.

Safety: Safety in all that we do - regardless of where we are our services are located our children, families and staff deserve to be safe and feel safe.

Growth and Innovation: We continually improve the way we do things, are open to new ways of thinking and strive to grow our people, our services and our business.

The Educators and Leadership Team at Story House are dedicated and highly experienced with a passion for providing positive outcomes for all children in their care. Our services are assisted by a support office team who provide guidance and advice to our educators so that they can focus on providing responsive programs for you and your child.

A dedicated Business Operations Manager visits each service regularly to support and mentor the education team and to oversee the service provision.

Our services are regulated by the Australian Children's Education and Care Authority (ACECQA) and we work alongside the state Regulatory Authorities to deliver the best outcome for your child.

Their contact details are below should you ever need them:

Queensland: The Office of Early Childhood Education and Care
1800 637 711

New South Wales: The Early Childhood Education and Care Directorate, Department of Education
1800 619 113

Victoria: The Department of Education and Training
1800 809 834

Our Story House educators are always available to discuss any questions or respond to any concerns you may have during the orientation process and beyond. Please feel free to approach your child's educator at any time or the Service Manager. Please take the time to read through the following information.

Once again – welcome to the Story House family.



“ The educators at Story House will always remember that you have entrusted them with taking care and educating your child and are committed to providing a safe and friendly environment where they will can create their own story. “

PARTNERSHIPS WITH FAMILIES

We recognise that families are the first and most important influence in a child's life and that you are your child's first teacher. Our educators are here to complement that relationship and to collaborate with you in decisions that affect the child while at they at our service.

At any time, you are able, and encouraged,

- To contribute to the program or learning environment,
- Welcome to spend time in the service and share special occasions and experiences with your child.
- Encouraged to be involved in an advisory and consultative manner with such things as our policy and philosophy reviews and the service Quality Improvement Plan.

We partner with you to provide a safe, quality, family-centred learning environment where every child is respected and nurtured. We will continually develop our skills and explore new ways to enrich your child's early learning experience. We respect parents as a child's primary educator and we will work alongside you on your child's early learning journey.

Any successful partnership is based on open communication. Our educators will share important aspects about the Service and your child's care and development. Verbal face-to-face communication is important to us and helps to establish and maintain a collaborative relationship.

Family communication is done through emails, newsletters, displays and notices in the service, family information evenings, special events.

OUR PEDAGOGY AND PRACTICE

We believe that the value of play is of utmost importance to children as it is their way of learning about their world. While children play they are able to experiment with new ideas, test theories and their understanding of concepts, express their creative ability, release their emotions and share their feelings. While engaging in play children are developing across all domains and creating the building blocks for their future.

Our programs are inspired by the wisdom and teachings of early childhood theorists and the Early Years Learning Framework (EYLF), and aim to develop children's emotional, social and cognitive intelligence while preparing them for their schooling years.

The Early Years Learning Framework is a national early childhood curriculum framework for children from birth to school age. This framework underpins universal access to early childhood education and has been included in the National Quality Standard to ensure delivery of nationally-consistent and quality early childhood programmes across the country. It has a strong emphasis on play-based learning and educators use this framework in partnership with families to develop learning programs that are responsive to children's ideas, interests, strengths and abilities.

The Early Years Learning Framework describes childhood as a time of belonging, being and becoming:

- Belonging is the basis for living a fulfilling life.
- Being is about the significance of the here and now in children's lives.
- Becoming is about the learning and development that young children experience.

Play is the best vehicle for young children's learning, providing the most appropriate stimulus for brain development. The EYLF also recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. The framework conveys the highest expectations for all children's learning from birth to five years and through the transition to school. It communicates these expectations through the following five learning outcomes which will assist your child to develop:

- A strong sense of identity
- Connect and contribute to their world
- A strong sense of wellbeing
- Confidence and involvement with their learning
- Effective communication skills

We offer indoor and outdoor play based experiences that are an integral part of our program. Educators plan a diverse range of experiences to create opportunities for both structured and spontaneous play. Each room will follow a simple daily routine that offers flexibility and predictability for children. The Kindergarten curriculum continues to emphasise play based learning, however offers additional intentional learning times where the focus is on literacy and numeracy, socialisation, self-regulation and independence.

Documenting your child's 'story' is an essential part of our curriculum. We use both paper based and digital platforms to share elements of child's learning and the Educators use these as learning tool for the children to reflect back on their own work and remind them of how much they have achieved over time. We strongly encourage families to be involved by adding to their child's documentation or simply sharing interests, family events or milestones in their lives.

SUSTAINABLE PRACTICES

Creating natural environments and providing natural materials is one way for sustainability to occur. At Story House we are committed to protecting our environment to ensure a sustainable future for our children.

Our Services actively participates in caring for our environment and promotes sustainable practices through educating and working with the children, families and wider community.

Learning about sustainability starts with everyday practice. Young children begin by watching adults model these behaviours.

Children over three can begin to reason why practices are needed and to understand the impact that their actions have on the planet.

Through continuous improvement we strive to be better tomorrow than we are today.



FAMILY RESPONSIBILITIES

By enrolling at our Service, you are agreeing to abide by our policies and procedures in the Story House policy manual, available for you to view at any time at your Service.

Story House Early Learning has a comprehensive set of policies and procedures which assist our service to comply with legislative requirements and contemporary early childhood practice.

These are systematically and continuously reviewed as regulations and recommendations change.

You are welcome, and encouraged, to share your views and have input into these reviews.

ARRIVAL AND DEPARTURE

Your child must be signed in and out of the service every day they attend. This is a legislative requirement as it records your child's attendance by signing in at arrival, and out at departure times.

Please ensure you leave your child with an educator and never drop them off into a room unattended or in the foyer of the service.

Persons collecting your child must be over 18, unless they are the parent. Children are not allowed to be released to older siblings, unless they are over 18 years old and documented as authorised persons.

AUTHORISED PERSONS

To ensure your child is protected, it is vitally important that you advise our service of people whom are authorised to drop off and collect your child, and that you keep these details up to date.

The enrolment form includes a page where you can document this information. Your child will only be allowed to leave our service with authorised persons as identified by you on the enrolment form or by prior notice from you.

Our educators will check the authorised person's details against the information contained in the enrolment form. Any person, not known by our educators, arriving to collect children will be asked to produce photo identification.

If they are not noted on the enrolment form you will be contacted immediately.

COURT ORDERS

Where custody orders are in place that affect the child, you must provide current court papers to have this enforced at our service. In the case of a non-custodial parent arriving to collect your child, our Service Manager will contact the police and then notify you of the incident.

Our educators will follow the court instructions to the best of their ability.

LATE FEES

We appreciate your assistance in complying with our service's opening and closing times. We are not licensed to operate outside of these hours. We ask that you arrive at the service with enough time, prior to closing time, to collect your child and their belongings and exchange information, to allow the educators to close the service as per our licensed operating times.

As a courtesy, it is expected that if you will be late in collecting your child, after closing time, that you phone the Service to advise of this. This allows educators to alleviate any anxiety in your child and allows educators to make their own plans.

If your child is not collected by closing time, a late fee will be applied to your account.

If your child is not collected by closing time, and our Service has not been notified by you, our educators will phone you. If you are uncontactable at this time, our educators will call authorised persons as detailed on the enrolment form. If after 30 minutes, your child is still not collected, our educators will notify the police.



HEALTH AND SAFETY

IMMUNISATION

On 1st January 2016, the Australian Government's 'No jab No Play' policy came into effect. Under this policy children are required to be fully vaccinated for their age. Children that aren't fully immunised will not be able to attend our services.

Your Service Manager will take a copy of your child's immunisation history status letter, or vaccination certificate, for our records. For any subsequent vaccinations your child receives, please inform your Service Manager.

INFANT FEEDING

Our Services are breastfeeding friendly environments. Alternatively, families can bring clearly labelled bottles of expressed breastmilk for their children.

Families can provide formula for their children in a few ways:

- Premeasured, dry formula powder in a sealed and labelled container, along with a bottle of premeasured, cooled boiled water. Our educators will mix and prepare the bottles at the required time.
- Pre-made bottles of formula, prepared no more than 24 hours ahead of time.

All bottles, regardless of the contents, must be labelled with your child's name. For bottles containing breastmilk, the date the milk was expressed, or thawed, must also be on the label. All bottles containing any variety milk (breast, formula, cow's, goat's, soy) will be stored towards the back of the main body of the fridge on arrival at the Service. Please do not place bottles of milk in the door of the fridge. Bottles will be heated at your request by standing them in a container of tepid water or by using a bottle warmer.

The temperature of all heated fluids will be tested prior to offering it to your child.

When babies move onto solids, please discuss your child's food experiences with our educators.





REST AND SLEEP

Your child will be offered the opportunity to rest and sleep throughout the day. Individual routines will be accommodated, where possible, and your child's daily rest and sleep activity will be communicated with you. Babies will be assigned their own cots and strict SIDS recommendations are followed. Individual calming and soothing techniques can be discussed with your child's educator.

Our service believes that children sleep if and when they need it, and for as long as they need to. Children are developing and changing quickly in their early years and being at the service can be tiring for them, Communication regarding your child's rest and sleep needs is important in ensuring that home life is not impacted because of what has taken place at the service.

EMERGENCIES

It is important that you provide our service with the contact details of at least two people who may be contacted to collect your child in the case of an emergency or illness, in the event that you are unable to collect them.

Our educators have been trained in emergency evacuation procedures. From time to time, evacuation drills will be practised to familiarise the children with emergency practices. The children will assemble at the designated meeting point and return to the building once the roll is marked. In the event of a real emergency evacuation, you will be notified as soon as possible.

ACCIDENTS OR INCIDENTS

In the event your child is involved in a minor incident, educators will comfort them, administer first aid, as appropriate, and complete an incident form. You will be notified of the incident and asked to read and sign the incident form on collection of your child. If the incident involves injury to your child's head or face or if your child is unable to be consoled, you will be notified immediately.

In the event an incident of a more serious nature occurs, which is beyond minor first aid, educators will call an ambulance to request medical attention and then notify you. Educators will complete an incident report which you will be asked to read and sign upon your arrival at the service.

Any serious incident must be reported by our Service to our Regulatory Authority. If you seek medical attention following an incident at our service, please notify the Service Manager, as we are obliged to report this occurrence within a 24-hour period.

ILLNESS AND EXCLUSION

As an important step in the control of infection, we ask that if your child is unwell, that the best place for them to be is at home where they can rest and recover faster.

If your child becomes ill while at our Service, you will be contacted and asked to collect them. At times, you may be asked to provide a medical clearance before they are able to return. This is to ensure your child receives the care they need and to minimise the risk of infection to others.

A list of common infectious illnesses and their exclusion periods is available in the foyer of your service. In the case that your child is absent, we request that you phone the service and let us know the reason why they are away and expected date of return.

MEDICATION

Medication may be administered on the advice of a medical professional. Any medication that you request to have administered to your child, either prescribed or over the counter, must be specifically for your child.

Only medication with a dispensing label will be administered and must contain the following details:
your child's name

- the name of the medication
- the dosage and dosage instructions
- the doctor or pharmacist's name
- the date issued
- the expiry date

A medication authorisation form must be completed and signed by you, or the person delivering your child to the Service, and signed on collection of your child. Don't forget to collect the medication as well.

This form must detail the name of the medication, when the last dose was administered and instructions for future dose/s. The information you provide on the medication authorisation form must match that of the dispensing label.



MEDICAL CONDITIONS INCLUDING ASTHMA AND ANAPHYLAXIS

If your child has an ongoing medical or health condition, such as asthma or anaphylaxis, it is your responsibility to disclose this on enrolment, or as soon as the condition becomes diagnosed.

Our Service Manager will issue you with a copy of our medical conditions procedure (and asthma and/or anaphylaxis/allergy procedures if applicable) and assist you to complete a medical management and communication plan in conjunction with your child's doctor. This is a document that clearly outlines your child's condition and health care needs, any medications and actions to take if symptoms become present or in the case of an emergency and how to minimise any risk to your child's health.

We will then communicate this plan to all educators in our service, so that a holistic approach is taken to caring for your child's health needs. This may also be displayed, with your permission, in the service so others are familiar with your child's health needs, are aware of any risks, triggers or symptoms and actions to take in the case of an emergency.

USING THE SERVICE SAFELY

When arriving at the service, never leave children unattended in cars while dropping or collecting children from the service. Car parks are dangerous places for young children and we always want them to be safe. Please hold your child's hand when arriving and leaving the service to ensure they are as safe as possible.

Please also be mindful to ensure gates and doors are closed behind you and that you only allow your child through service exits.

FEES

METHOD OF PAYMENT

Fees are paid via direct debit from your nominated bank account, either on a weekly or fortnightly basis, as nominated by you. You will be given a direct debit form to complete and return to the Service Manager prior to your child's commencement.

FEE RESPONSIBILITIES

Prior to your child's commencement, two week's fees are required (current week plus two weeks in advance). Fees must always be paid two weeks in advance by the end of the week.

If you experience hardship or trouble in maintaining your fees, please notify your Service Manager, and if your fees fall into arrears the Service Manager can arrange a payment plan. Your child's enrolment at our service may be at risk if you fail to follow the contractual payment plan. Continual dishonouring of payments, or habitual lateness in fees may result in suspension of care for your child.

Fees are charged for every booking on every day the Service is operating, whether your child is in attendance or not. Fees are also charged for all statutory public holidays.

Story House Early Learning provides a holiday discount for families.

Families are entitled to up to three (3) weeks of discounted holiday fees (50 % discount on the full fee) per year based on the length of their child's enrolment:

- After three months – one week of discounted holiday fees
- After six months – one additional week of discounted holiday fees
- After nine months – a second additional week of discounted holiday fees





CHILD CARE SUBSIDY

The Child Care Subsidy (CCS) is a payment made by the Australian Government to help families with the cost of quality child care and early education. This is paid directly to the service to reduce your weekly fees. Three things will determine a family's level of Child Care Subsidy:

1. A family's combined income will determine the percentage of subsidy they are eligible to receive.
2. An activity test will determine how many hours of subsidised care families can access, up to a maximum of 100 per fortnight.
3. The type of child care service will determine the hourly rate cap.

Some basic requirements must be satisfied for an individual to be eligible to receive the Child Care Subsidy. These include:

- The age of the child (must be 13 or under and not attending secondary school).
- The child meeting immunisation requirements.
- The individual, or their partner, meeting the residency requirements.

The number of hours of subsidised child care that families will have access to per fortnight will be determined by a three-step activity test. In two parent families both parents, unless exempt, must meet the activity test. In the case where both parents meet different steps of the activity test, the parent with the lowest entitlement will determine the hours of subsidised care for the child.

Once you are enrolled at the service, you must log into your MyGov account to confirm the enrolment of your child. This is the mechanism to trigger the funding to come through to the centre – without this step, full fees will apply to your account. Each time there is a change in your circumstance that may impact the number of approved hours or subsidy, including the number of days enrolled for, this confirmation step must be completed. You can read more about the Child Care Subsidy and Activity Test, and can complete an online estimator at www.education.gov.au/ChildCarePackage

It is the responsibility of the parent to register for Child Care Subsidy. This can be done by contacting Centrelink either in person, by phone on 136 150 or by accessing their My Gov account at my.gov.au.

CHANGES TO BOOKINGS AND CANCELLATION

For any changes in bookings, a minimum of two weeks' written notice is required. If two weeks' notice is not given, regular fees will be applied. If you wish to cancel your child's booking, two weeks' notice is also required. Your child must attend on their last day, or days, in order for CCB to be received. CCB will not be paid for non-attendance after a notification of cancellation, therefore full fees will be charged.

If you do not give notice of your child's cancellation, two weeks' full fees will be charged to you.

GOVERNANCE

PRIVACY

Our Service is committed to supporting the Australian Government National Privacy Principles for the fair handling of personal information. Our Service respects families' right to privacy of their personal information and our educators will follow strict procedures to protect information collected, stored and used as part of the business operation.

CHILD PROTECTION

From 1 July 2017, all early childhood educators became mandatory reporters of child abuse or suspected child abuse. Our educators are required to act in the best interest of children and to protect them from risk of harm or neglect. If our Service Manager or educators come to suspect a child may be at risk of harm or neglect, they will follow strict legislative procedures to support the child and to report their concern to the local regulatory authority responsible for child safety.

EXCLUSION

In addition to exclusion due to illness, as previously discussed, the exclusion, either temporary suspension or withdrawal, may be applied under the following conditions:

- Inappropriate, abusive or threatening behaviour from a family member, or their associate, towards children, educators, families or other visitors at the Service
- Ongoing physically or verbally aggressive behaviour by a child where other children and educators are at risk. This will only be considered after the implementation of a comprehensive collaborative behaviour plan, and support and guidance has been given to the child and family.
- Continual lateness or non-payment of fees

Thorough consideration will be given to individual circumstances and the final outcome will be communicated to all involved by Story House Management.

POLICY COMPLIANCE AND DEVELOPMENT

As part of our ongoing continuous improvement, our policies and procedures are systematically reviewed to ensure compliance to current legislation and industry norms. We encourage families to provide input into these core policies and procedures. Your Service Manager will provide communication to you and outline mechanisms about how this can take place.

GRIEVANCES

Our Service Manager and Educators hope to create a trusting relationship with you in which we all feel comfortable to share questions or concerns. Misunderstandings can occur when issues are not communicated effectively.

If you have a grievance, we recommend addressing your child's educator first, or your Service Manager, depending on the nature of the grievance. If a mutually acceptable outcome has not been reached, your grievance can be escalated to Story House management. We expect that all families abide by the Family Code of Conduct – a copy can be found in your enrolment pack.

“ Let your child's learning story begin with us “



STORY HOUSE EARLY LEARNING

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